Information Technology

U N I T E D   2 0 0 3

Nebraska's Statewide Technology Plan

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State of Nebraska
Nebraska Information Technology Commission
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UN**IT**ED 2003 Nebraska's Statewide Technology Plan
Is available from the NITC Web site:
http://www.nitc.state.ne.us

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Section 1

Introduction

Section 1
Introduction

The Legislature established the Nebraska Information Technology Commission (NITC) in 1998 to provide advice, strategic direction, and accountability on information technology investments in the state. Section 86-516 directs the NITC to "annually update a statewide technology plan." *Nebraska's Statewide Technology Plan* for 2003 is the fourth iteration. The complete plan is available on the NITC Web site (www.nitc.state.ne.us).

To achieve its mandate, the NITC relies on coordination and collaboration to influence a wide range of information technology issues. The NITC has neither operational authority nor enforcement powers for implementing its policy directives. The NITC has adhered to the legislative directive in Section 86-513 to "coordinate the state's investment in information technology in an efficient and expeditious manner. The provisions (of Sections 86-512 to 86-524) are not intended to impede the rapid deployment of appropriate technology or establish cumbersome regulations or bureaucracy."

Given these considerations, the purpose of the *Statewide Technology Plan* is to set forth the vision and goals for the use of information technology in Nebraska, with a set of action items that will guide the work of the NITC and its councils. The *Statewide Technology Plan* does not allocate funding among technology projects. A different report, "Recommendations on Technology Investments to the Governor and Legislature" (http://www.nitc.state.ne.us/docs/2002report/budgetreport.pdf), provides advice on proposed funding for technology projects, as part of the biennial budget process.

Previous versions of the *Statewide Technology Plan* included two other sections. One was the Technical Infrastructure, which defined a technical architecture and the process for preparing technical standards and guidelines. The other section set forth planning and project management requirements. In the interests of brevity, these sections are now presented as separate documents. Both are located on the NITC Web site. Both are incorporated into the *Statewide Technology Plan* by reference.

The NITC conducts most of its work through three advisory groups and the Technical Panel.

The Community Council has 18-24 members from each of its three focus areas (rural and community information technology development, local governments and libraries, and telehealth), resource providers, and other groups as deemed appropriate by the Community Council and the NITC.   The Community Council focuses on the role of information technology in community and economic development.   It seeks to foster the collaborative and innovative use of technology through partnerships between public and private sectors, to improve teleliteracy, and to support community and economic development for Nebraska citizens.

The Education Council has 16 members, eight representing the K-12 sector, eight representing the postsecondary sector, and four liaisons as representatives of the Department of Education, the Coordinating Commission for Postsecondary Education, the Department of Administrative Services, and the Nebraska Educational Telecommunications Commission. The Education Council works on common areas of interest in the use of information technology across all sectors of education from elementary through postsecondary levels and including public and private institutions. The Education Council advises the NITC on education information technology needs, goals, and policy. The Council identifies, coordinates, and prioritizes matters pertaining to information technology for a more strategic and cost-effective approach to developing the State's education information technology infrastructure.

The State Government Council has 24 members representing state agencies and 2 members chosen from the private sector, with experience in managing major information technology systems. The mission of the State Government Council is to provide direction and oversight for state government information technology vision, goals and policy. It promotes collaboration on technology issues among state agencies.

The Technical Panel is a statutory body, which provides technical analysis and recommendations to the Commission. The Technical Panel is codified at Neb. Rev. Stat. § 86-1511. It consists of seven members appointed by the Commission.   The mission of the Technical Panel is to assist in the development of a statewide technical infrastructure that will be scalable, reliable, and efficient, including a shared statewide telecommunications network. It provides technical analysis of projects and recommends technical standards and guidelines.

Each of the councils and the Technical Panel has a charter, adopted by the NITC, which establishes the council membership, responsibilities, and meeting procedures.   Charters, proceedings, and other information are available on the NITC Web site.

The NITC also recognizes the important contributions of other information technology coordinating entities, such as the Criminal Justice Information Systems (CJIS) Advisory Committee, and the Geographic Information Systems (GIS) Steering Committee.   The CJIS Advisory Committee includes representatives of state and local agencies involved in all aspects of criminal justice.   It conducts strategic planning and sponsors automation and data sharing projects.   Further information about the CJIS Advisory Committee is available at http://www.cjis.state.ne.us/.   The Legislature established the GIS Steering Committee in 1991 (Sections 81-2601 through 81-2605), in an effort to coordinate the implementation of GIS technology by state and local governments in Nebraska.   Membership on the GIS Steering Committee includes local, state, and federal representatives.   Further information about the GIS Steering Committee is available at http://www.calmit.unl.edu/gis/.

The NITC encourages other information technology coordinating entities to collaborate with the NITC and its advisory councils.

The vision of the NITC is to improve the quality of life of all Nebraskans by promoting the use of information technology in education, health care, economic development and all levels of government. To achieve this vision, the NITC has identified four goals:

1. **Support the development of a robust statewide telecommunications infrastructure that is scalable, reliable, and efficient;**
2. **Support the use of information technology to enhance community and economic development;**
3. **Promote the use of information technology to improve the efficiency and delivery of governmental and educational services, including homeland security;**
4. **Promote effective planning, management and accountability regarding the state's investments in information technology.**

Section 2 of the *Statewide Technology Plan* presents detailed objectives.

Section 3 provides a list of action items that the NITC Councils and Technical Panel will undertake to achieve the goals and objectives. Some of the action items include:

Telecommunications Infrastructure
- Bandwidth Aggregation /NETCOM (led by the Collaborative Aggregation Partnership, with advice from the Network Policy Work Group and the Network Architecture Work Group)
- Statewide Synchronous Video Network Implementation Planning
- Statewide Telehealth Network Development

Community and Economic Development
- Encouragement and support technology-related development
- Grants and support for community IT planning

Delivery of Government and Educational Services
- E-Government Strategic Plan (Business Portal, Citizen Portal, Education Portal, and Infrastructure improvements)
- Nebraska eLearning Initiative
- E-mail standard for state government
- Juvenile data sharing

Planning and Accountability
- Security Policies and Procedures
  - Security standards, guidelines and best practices
  - Security assessments
  - Secure communications
  - Directory Services
- Project reviews

Section 4 is a status report of what has been accomplished to date, with effectiveness measures to evaluate progress in the future.

Section 2
Goals

Section 2

Goals

NITC Vision Statement

It is the vision of the NITC to promote the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans.

NITC Mission Statement

The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's information technology infrastructure more accessible and responsive to the needs of its citizens, regardless of location, while making investments in government, education, health care and other services more efficient and cost effective.

NITC Goals and Council Priorities

The NITC has adopted the following goals. The goals are supported by the priorities developed by the respective NITC Councils and the Technical Panel for achieving the vision and goals of the NITC.   Section 3 provides detailed action plans for 2003-04 associated with the priorities of the Community Council (CC), Education Council (EC), State Government Council (SGC), and Technical Panel (TP). Section 4 includes a progress report of the 2002-03 action items.

1. **Support the development of a robust statewide telecommunications infrastructure that is scalable, reliable and efficient.**

    COUNCIL PRIORITIES:

    CC-1. Promote the development of an infrastructure (including sufficient bandwidth that is secure, affordable, reliable, and responsive to the specific needs of various sectors. Efforts should be made to ensure that systems across the state are compatible.

    EC-1. Provision of an infrastructure that will permit all citizens to have access to the same educational experiences, regardless of location.

    TP-1. Support the development of a robust statewide telecommunications infrastructure that is scalable, reliable and efficient.

2. **Support the use of information technology to enhance community and economic development.**

    COUNCIL PRIORITIES:

    CC-2. Support the development of the intellectual infrastructure necessary for Information Age development. Intellectual infrastructure includes the development of a workforce knowledgeable of and fluent in the use and applications of information technology and the availability of IT support services.

    CC-3. Develop leadership capacity in Nebraska's communities to address information technology development.

    CC-4. Encourage the use of information technology to enhance community and economic development.

    CC-5. Foster awareness and collaborative and innovative uses of information technology by local governments to reduce costs, improve efficiency, and provide better customer service.

3. **Promote the use of information technology to improve the efficiency and delivery of governmental and educational services.**

    COUNCIL PRIORITIES:

    EC-2. Identification and facilitation of diverse training opportunities.

    EC-4. Accommodation of learner needs.

    EC-5. Coordination of statewide education information technology efforts and resources, including collaboration with public and private entities.

    EC-6. Pursuit of leading edge technology applications to enhance teaching and learning.

    SGC-1. Implement e-government to provide for a cost effective, efficient delivery of services while maintaining necessary security and confidentiality of non-public information.

4. **Promote effective planning, management and accountability regarding the state's investments in information technology.**

    COUNCIL PRIORITIES:

    EC-3. Ensurance of life cycle funding.

    SGC-2. Improve collaboration and efficiency through technical standards, guidelines, and enterprise solutions.

    SGC-3. Provide a planning and implementation process for IT projects which avoids unnecessary delay and bureaucracy.

    SGC-4. Implement appropriate policies for information technology related security and privacy.

    TP-2. Develop a technical architecture, including recommended standards and guidelines, to provide for interoperability and greater efficiency in IT systems.

    TP-3. Review technology projects or requests for funding recommended to the NITC, including budget requests, NITC grant requests, and Information Technology Infrastructure Fund projects.

NITC Customer Service Policy

The NITC emphasizes collaboration for establishing goals and carrying out their statutory duties. Success of the NITC depends on the willing cooperation of independent, public and private, state and local, entities. State statute explicitly recognizes the importance of "coordinating the state's investments in information technology in an efficient and expeditious manner." (Section 86-1502) The same statute directs the NITC to achieve this goal in a manner that does not "impede the rapid deployment of appropriate technology or establish cumbersome regulations or bureaucracy. "

Good customer relations require involving representatives of all relevant perspectives in the decision-making process. The NITC has sought to achieve this by insuring broad-based representation on the Community, Education and State Government Councils and their volunteer work groups. In addition, the NITC encourages good communication with other coordinating bodies, such as the Geographical Information System (GIS) Steering Committee and Criminal Justice Information Systems (CJIS) Advisory Committee.

The NITC promotes good communication by making effective use of the Internet. Meeting notices, agendas, minutes, and working documents are posted on the NITC Web site (www.nitc.state.ne.us). Meeting notices are also posted to the State 's searchable public meeting calendar (www.nol.org/calendar/activity.cgi). Councils and work groups have fully developed Web sites that are linked to the NITC Web site. In addition, NITC publishes an electronic newsletter, *NITC.news*, which has a distribution list of over 900 individuals.

Section 3

Action Plan

Section 3
Action Plan

Summary

The NITC has prepared an action plan consisting of twenty action items which address the NITC's four goals of supporting the development of a robust telecommunications infrastructure; supporting community and economic development; promoting the efficient delivery of government and educational services; and promoting effective planning and accountability. The NITC's 2003-2004 action items are listed below. A brief description of each action item is also included in this section.

Action Items	Sponsorship*
Telecommunications Infrastructure	
Provide technical support for the Collaborative Aggregation Partnership for the development of statewide network services	TP 1.1
Provide technical support for aggregation and consolidation of networks	TP 2.2
Support the Nebraska Network through the Network Policy Work Group	CC 3, EC 1.2, SGC 2.3
Determine statewide synchronous video network requirements	TP 2.2.1, EC 1.1
Support the development of the Nebraska Telehealth Network	CC 2
Address the need for sufficient rural bandwidth	EC 1.2
Community and Economic Development	
Encourage and support community IT development	CC 1
Efficient Delivery of Government and Educational Services	
Determine the business case for reinstatement of the Technology Training Grant Fund	EC 2.1
Support the Nebraska eLearning Initiative	EC 5.1
Assist in the development of value-added services for the Nebraska "Click into Education" portal	EC 5.2
Study and promote effective synchronous and asynchronous instructional methods	EC 6.1
Implement *E-Government Strategic Plan*	SGC 1.1
Develop guidelines for electronic records retention	SGC 2.2
Recommend technical standards, guidelines, best practices, and enterprise solutions	TP 2.1, SGC 2.1
Planning and Accountability	
Improve planning process and project management	SGC 3.1
Communicate with policymakers	SGC 3.2
Develop and implement security policies	SGC 4.1
Conduct project reviews—statutory	TP 3.1
Conduct project reviews—other	TP 3.2
Revise procedures for reviewing IT projects and purchases by state agencies	TP 3.3

*Action items were prepared and recommended by the NITC's advisory groups.   Numbers refer to the identification of the action item on the advisory group's action plan. The following abbreviations are used to indicate advisory groups:
CC   Community Council
EC   Education Council
SGC   State Government Council
TP   Technical Panel

Action Items

Telecommunications Infrastructure

Provide technical assistance to the Collaborative Aggregation Partnership (CAP) for the Development of Statewide Network Services (TP 1.1)

Description: The Technical Panel will provide technical assistance for the implementation of statewide network services through the CAP and related work groups.

Lead: Brenda Decker, Network Architecture Work Group

Timeframe: Ongoing

Expected Outcomes:

- The implementation of statewide network services will address technical considerations of potential network users.

Provide technical assistance for aggregation and coordination of networks (TP 2.2)

Description: The Technical Panel will provide technical assistance for the aggregation and coordination of networks.

Lead: Assigned by subject

Timeframe: Ongoing

Expected Outcomes:

- Technical assistance will be provided to aid in the aggregation of networks.

**Support the Nebraska Network project through
the Network Policy Work Group (CC 3, EC 1.2, SGC 2.3)**

Description: The Community, Education, and State Government Councils will
assist the Network Policy Work Group with developing
recommendations on policy issues pertaining to the management and
operation of shared networks, including input to the Collaborative
Aggregation Partnership.

Lead: Office of the CIO

Timeframe: Ongoing

**Expected
Outcomes:**

- A governance model for the shared network will be developed.
  Included in the model will be network administration, help desk
  services, and billing functions.
- A catalog of network services, including a price schedule, will be
  adopted.

**Determine statewide synchronous video network requirements
(EC 1.1, TP 2.2.1)**

Description: The NITC Technical Panel's Statewide Synchronous Video Work
Group, with assistance from the Education Council, will define the
technical and non-technical requirements for interconnecting all
synchronous video networks and meeting the scheduling needs of
different participants. Issues to be addressed include business case,
scheduling, traffic prioritization, security, quality assurance, cost-
sharing, and existing contractual arrangements of regional networks.

Lead: Michael Beach, Chair, Statewide Synchronous Video Work Group

Timeframe: July, 2003 - December, 2004

**Expected
Outcomes:**

- Recommendations will be advanced to the Technical Panel that
  provide increased efficiency in synchronous video network usage,
  combined with a solid business case.
- En route to its final report, the Statewide Synchronous Video
  Work Group will complete a thorough survey of video networks,
  suggest a migration plan for classrooms with obsolete video

equipment, and recommend a core sponsor to assume statewide coordination of video events.

Support the development of the Nebraska Telehealth Network (CC 2)

Description: The NITC will support the development of a statewide telehealth network in the following ways:
- The NITC and the Telehealth Subcommittee should facilitate communication and coordination among telehealth networks.
- The Telehealth Subcommittee and NITC staff should provide continuing assistance to the Nebraska Hospital Association in developing a telehealth plan for the Nebraska Public Service Commission.
- The NITC Technical Panel should address the need for interoperability.

Lead: Telehealth Subcommittee and NITC

Timeframe: June, 2003- December, 2003

Expected Outcomes:
- Telehealth systems in Nebraska will be interconnected.
- The number of critical access and rural hospitals participating in telehealth systems will increase—especially in the second year of implementation of the system.
- The number of telehealth consultations in the state will increase.
- Health care providers will have better access to continuing medical education.
- Specialist services, especially mental health services and teleradiology, will be more accessible in rural areas.

Address the need for sufficient rural bandwidth (EC 1.2)

Description: The Education Council will assist the Network Architecture Work Group and the Collaborative Aggregation Partnership with network and application design considerations en route to implementation of a statewide IP-centric network. The Education Council will support strategies that ensure that sufficient bandwidth is being provided to the rural areas of the State so as to provide access to the same educational experiences, regardless of location. The Education Council will emphasize the needs of the rural areas, including IP-centric applications, during NETCOM OSI Layer 1 and 2 deployment

and investigate application development that supports synchronous, asynchronous distance education as well as voice/video/data transfer.

Lead: Volunteer Task Group

Timeframe: July, 2003 - December, 2004

**Expected
Outcomes:**

- The NETCOM project will make available higher bandwidth and/or lower cost Internet 1 service to Educational Service Units, K-12 districts, community colleges, and other education entities.
- Pending the migration from JPEG to H.323 video transfer, the NETCOM project should be able to provide the necessary bandwidth to transfer synchronous video as a data stream and further increase the number of educational opportunities for students and citizens in rural areas.

Community and Economic Development

Encourage and support community information technology development (CC 1)

Description: Support information technology development in Nebraska communities by working with the University of Nebraska and other Technologies Across Nebraska Partners to:
- Provide and/or promote training opportunities on effectively using technology to enhance development opportunities and the delivery of services, especially in the area of IT-related economic development.
- Publish an e-mail newsletter on technology-related development.
- Continue to maintain and update the TAN and Community IT Toolkit Web sites, including adding funding information.
- Work with 8 community or regional technology committees to develop community or regional IT plans through the Community IT Planning and Mini Grant program.
- Provide continuing support for 8 community and regional technology committees that participated in the first year of the IT Planning and Mini Grant pilot program.
- Work with the Nebraska Rural Initiative to explore the expanded use of youth to assist in IT development activities.

Lead: Technologies Across Nebraska and Community Council

Timeframe: June, 2003 — May, 2004

**Expected
Outcomes:**

- Communities in Nebraska will make progress toward becoming Information Age communities.
- Communities will have easy access to information and resources to assist them in developing their capacity to use information technology for community and economic development.

Efficient Delivery of Services

Determine the business case for reinstatement of the Technology Training Grant Fund (EC 2.1)

Description: The Education Council, with the cooperation of the Training Advisory Work Group, will solicit the necessary funding to conduct a statewide needs assessment of K-12 and Higher Education technology training that will help to determine the business case for re-institution of the Technology Training Grant Fund.

Lead: Volunteer Task Group, in cooperation with the Training Advisory Work Group

Timeframe: July, 2003 — June, 2004

**Expected
Outcomes:**

- The Task Group expects to complete a needs assessment and accompanying business case to determine if additional state funding for technology training is necessary.

Support the Nebraska eLearning Initiative (EC 5.1)

Description: The Education Council will assist in the design and development of the Nebraska eLearning Initiative. This effort involves the coordination of multiple education entities to originate and receive a variety of electronic learning opportunities, delivered through terrestrial and satellite methods using synchronous and asynchronous

experiences. This initiative will require outside funding and may address but not be limited to: A) course content development and sharing; B) course management strategies, tools and training; and C) cooperative services and aggregated purchasing possibilities.

Lead: Volunteer Task Group, in cooperation with the Nebraska Department of Education and higher education entities

Timeframe: July, 2003 — December, 2004

Expected Outcomes:

- The Education Council Task Group expects to secure outside grant funding to promote the development of the Nebraska eLearning Initiative.
- The Nebraska eLearning Initiative sponsors expect to complete a first round of pilot and research projects at the K-12 level.

Assist in the development of value-added services for the Nebraska 'Click into Education' Portal (EC 5.2)

Description: The Education Council will help oversee the completion of three enhancements to the Nebraska Education Portal, as prioritized by the Education Council in November, 2002. These enhancements included a Web-based application for college admission, a searchable database of Nebraska higher education course offerings and programs, and a searchable information technology training calendar for formal education entities.

Lead: Volunteer Task Group

Timeframe: July, 2003 — June, 2004

Expected Outcomes:

- The State's contractor for Web services (presently Nebraska Online) will work with the staff of the NITC and the members of the Education Council to complete the Web-based application for college admission, the searchable database of Nebraska higher education course offerings and programs, and the searchable information technology training calendar for formal education entities.

Study and promote effective synchronous and asynchronous instructional methods (EC 6.1)

Description: The Education Council will encourage the development of new instructional methods and resources for synchronous and asynchronous instruction and help establish guidelines for their appropriate use. This task group will also examine the value and cost-effectiveness of synchronous and asynchronous distance learning services using satellite and terrestrial means. This task group will help solicit the necessary funding to conduct a meta-study to determine the confidence and satisfaction that users have in synchronous and asynchronous distance learning delivery systems. In so doing, the effectiveness and efficiencies of the satellite-based distance learning system would be explored.

Lead: Volunteer Task Group

Timeframe: July, 2003 — December, 2003

**Expected
Outcomes:**

- Mini-grant funding will be secured and a meta-study will be completed, indicating the user satisfaction and confidence in the present distance learning delivery systems.
- The task group will complete and examination of the value and cost-effectiveness of synchronous and asynchronous distance learning services using satellite and terrestrial means.

Implement *E-Government Strategic Plan* (SGC 1.1)

Description: In March 2003, the State Government Council adopted a revised *E-Government Strategic Plan for Nebraska State Government*. The plan sets out specific actions and recommendations for this priority. (http://www.nitc.state.ne.us/sgc/documents/egovstrategy_2003031 3.pdf)

Lead: Office of the CIO

Timeframe: Ongoing

**Expected
Outcomes:**

- (Specific expected outcomes are listed in the *E-Government Strategic Plan for Nebraska State Government*.)

Develop guidelines for electronic records retention (SGC 2.2)

Description: Working with the Records Management Division, the State Government Council will develop guidelines for electronic records retention.

Lead: Electronic Records Retention Work Group

Timeframe: Ongoing

Expected Outcomes:

- Guidelines will be adopted to assist agencies in meeting records retention requirements for electronic records.

Recommend technical standards, guidelines, and enterprise solutions (TP 2.1, SGC 2.1)

Description: The Technical Panel, with input from the NITC councils and other coordinating entities, will recommend the adoption of technical standards, guidelines, and enterprise solutions.

Lead: Assigned by subject

Timeframe: Ongoing

Expected Outcomes:

- Technical standards, guidelines, and enterprise solutions will be adopted, providing for cost-effective and interoperable technical solutions to meet business needs.

Planning and Accountability

Improve planning process and project management (SGC 3.1)

Description: Continue to improve the information technology planning process for state agencies. The State Government Council will review, and revise as appropriate, the planning documents utilized by agencies, including agency comprehensive information technology plans and agency project proposal forms for budget requests. The review will include recommendations for improving the cost-benefit analysis information provided with project proposals. The State Government Council will continue to provide guidance to agencies on best practices for project management. Areas of focus should include management of IT-related projects; measuring results; preparing project closure reports; and recommendations for a certification process for project managers.

Lead: Office of the CIO

Timeframe: July, 2003 – October, 2003

**Expected
Outcomes:**

- Project planning and management documents will be revised in advance of the next biennial budget process.

Communicate with policymakers (SGC 3.2)

Description: The State Government Council will improve communications with policymakers in both the Legislative and Executive branches. This action will include providing briefings to the chairs of the NITC oversight committees (Appropriations Committee and Transportation and Telecommunications Committee) on issues raised by the State Government Council.

Lead: Office of the CIO

Timeframe: Ongoing

**Expected
Outcomes:**

- Briefings scheduled for policymakers on significant enterprise issues.

Develop and implement security policies (SGC 4.1)

Description: In January 2001, the NITC adopted the security policies developed by the Technical Panel's Security Architecture Work Group. These policies, guidelines, and best practices are intended to provide a framework for a secure computing environment, with a focus on state government. The State Government Council, in coordination with the Technical Panel, will work to implement these policies in state government. Areas to be addressed include training, agency level planning, business continuity planning, and security assessments.

Lead: Office of the CIO (Technical Panel's Security Work Group)

Timeframe: July, 2003 – July, 2004
Security-related issues to be addressed:
- Wireless
- Remote Access
- SPAM
- Directory Services
- Continuity of Operations / Disaster Recovery
- Secure Communications

Expected Outcomes:

- Polices, guidelines, and best practices will be developed and implemented.

Conduct project reviews – statutory (TP 3.1)

Description: Provide a technical review of project proposals as required by statute. Categories of projects that must be reviewed by the panel are budget requests, Government Technology Collaboration Fund grant applications, Community Technology Fund grant applications, and projects funded from the Information Technology Infrastructure Fund (ITIF). Certain long-term projects, such as NIS and NETCOM, are also reviewed periodically during the project implementation.

Lead: Government Information Technology Manager

Timeframe: Budget requests: Annual

GTCF and CTF grants: As received
ITIF funded projects: Prior to authorization of use of funds
Long-term projects: Ongoing
Education Innovation Fund Grants: Annual

**Expected
Outcomes:**

- All technical reviews required by statute will be conducted by the Technical Panel.

Conduct project reviews – Other (TP 3.2)

Description: The panel will review projects not listed in 3.1 above at the request of the NITC, the project sponsor, or other responsible party.

Lead: Government Information Technology Manager

Timeframe: State Records Board grants: Quarterly
Voluntary reviews: As requested

**Expected
Outcomes:**

- As requested, the Technical Panel will conduct technical reviews of projects.

Revise procedures for reviewing IT projects and purchases by state agencies (TP 3.3)

Description: The panel will recommend revisions to the technical review procedures for IT related projects and purchases by state agencies. The purpose of the review process is to ensure compliance with technical standards, compatibility with existing or planned infrastructure, and sound decisions. The revised review process will be designed with the following considerations: 1) the process will incorporate all existing review procedures (e.g. the DAS 1909 form) to provide agencies with a one-step process; 2) the process for submitting requests will not be cumbersome; and 3) the review process will allow for a rapid response to the requesting agency.

Lead: Department of Administrative Services Information Technology Sub-cabinet

Timeframe: July, 2003

**Expected
Outcomes:**

- An improved review process will be adopted for state government agency IT purchases and projects.
- The review process will ensure agency compliance with technical standards and compatibility with existing or planned infrastructure.

Section 4

Effectiveness Measures

Section 4

Effectiveness Measures

Overview

The overall purpose of the NITC is to set strategic direction in the area of information technology.   To succeed in its mission, the NITC must track its progress and evaluate its effectiveness.

Below is a summary of progress on NITC goals. A more complete review is included in the "2002 Progress Report to the Governor and Legislature" available at http://www.nitc.state.ne.us/docs/2002report/report.pdf .

Telecommunications Infrastructure

- **NETCOM.** The NITC served as a catalyst by providing encouragement, funding, and facilitation at critical junctures of the Telecommunications Infrastructure Needs Assessment Study (1999/2000). In 2002, the University of Nebraska and the State's Division of Communications combined their bandwidth requirements into a single RFP for data services from Grand Island to Scottsbluff. Building on that success, members of the NITC formed the Collaborative Aggregation Partnership (CAP) to spur deployment of shared telecommunications services statewide.   CAP issued a Request For Proposal (RFP) for "convergent transport backbone network services" connecting Kearney, Grand Island Omaha and Lincoln on March 24, 2003. Contract award is scheduled for June 16, 2003. CAP is planning a second RFP, which would extent the backbone westward and to northeast Nebraska.   Plans for a set of secondary aggregation points are also under considered.

- **Nebraska Network Feasibility Study.** In September 2002, the NITC adopted "The Final Report and Recommendations of the Nebraska Network Work Group." Key recommendations include: 1) Promote statewide purchasing and bandwidth aggregation of telecommunications services; 2) Implement a telecommunications backbone (core routing network);   3) Implement an IP-centric intranet to improve K-20 collaboration and to serve other participants; 4) Determine the best option for providing interconnection of synchronous video networks; and 5) Decide a long-term strategy for network management and support services. The final report is available at (http://www.nitc.state.ne.us/nitc/network/Documents/FinalReportRecommendations_September16.pdf).

- **Network Policy Work Group.** The Community Council, Education Council, and State Government Council have agreed to form a joint Network Policy Work Group to develop recommendations pertaining to the management and operation of shared networks, including providing input to the Collaborative Aggregation Partnership (CAP).   An initial meeting of the Network Policy Work Group is planned for mid-July.

- **Statewide Network Customer Information Manual.** A "Customer Information Manual" with a catalog of network services, service agreements, contract information and pricing is in progress.

- **Statewide Synchronous Video Network Work Group.** The first meeting of the Statewide Synchronous Video Network Work Group was March 26, 2003. A second meeting was held on May 28, 2003. The goal is to revisit standards and prepare an implementation strategy for achieving interoperability and interconnections of existing video networks. More information is available at http://www.nitc.state.ne.us/tp/workgroups/video/index.html.

- **Nebraska Telehealth Network.** With support from the NITC, a committee formed by the Nebraska Hospital Association is developing a plan for a statewide Nebraska Telehealth Network. The plan is being prepared in order to qualify for Nebraska Universal Service Funds. CAP is working closely with the consultants regarding potential use of NETCOM for the backbone.

Community and Economic Development

- **Community IT Toolkit.** In partnership with Technologies Across Nebraska, the Community Council of the NITC has developed the most comprehensive collection of technology related-development available on the Web.   The *Community IT Toolkit* contains resource lists, FAQs, and success stories. The *Community IT Planning and Assessment Workbook*, the newest addition to the toolkit, simplifies the IT planning process.   A recent survey of community technology committees found that seventy-seven percent of those who had visited the *Community IT Toolkit* rated it as moderately or extremely useful.

- **IT Planning and Mini Grant Program.** Eight community and regional IT committees, with support from the NITC Community Council and Technologies Across Nebraska, have conducted technology assessments and are preparing technology plans. The program has focused the efforts of the participating technology committees.   All eight communities should have their plans completed by August, 2003.

Efficient Delivery of Services

- **eGovernment Strategy.** The State Government Council has prepared and updated the state's eGovernment Strategy.

- **Portal Development.**   With funding from the State Records Board, three portals have been developed:
  o   the Business Portal (www.nebraska.gov/business/)
  o   the Citizen Portal (www.nebraska.gov/citizen/), and the
  o   and the Education Portal (www.nebraska.gov/education/).
   The State Government Council has also coordinated the development of the Employee Portal (www.nebraska.gov/employee).

- **Licensing Applications.** The State Government Council is using State Records Board grant funds for developing interactive licensing applications and centralized electronic payment processes.

- **Records Retention Policies.** A work group of the State Government Council is meeting on ways to implement records retention policies for electronic information.

- **ELearning.** A task group of the Education Council is working on the development of an eLearning initiative that will coordinate the delivery of synchronous and asynchronous distance learning experiences and develop course content, course design, and cooperative purchasing opportunities for K-20 entities.

Planning and Accountability

- **Information Technology Planning.** The Statewide Technology Plan focused attention on the need to improve planning for information technology. This is reflected in agency technology comprehensive plans, project proposal forms, and budget forms for information technology.

- **Budget Reviews and Prioritization.** The review and prioritization process in 2000 and 2002 was thorough, structured, and produced an integrated and numeric ranking of budget requests for information technology. Both the Budget Division and Legislative Fiscal Office used the NITC reviews and priorities as a point of departure for their own analyses. Efforts are underway to improve the process for the next biennial budget review.

- **Project Management.** The Statewide Technology Plan endorsed the Project Management Institute's Project Management Body of Knowledge (PMBOK). The first implementation was a requirement for selected projects to submit quarterly

project status reports, using a standard format. Seven agencies reported on a total of 16 projects during the last fiscal year, representing 100% compliance. That number will increase to at least 18 projects in FY 2002. Copies of the project status reports are available on a password-protected Web site (http://www.nitc.state.ne.us/itpm/.)

- **Technical Architecture.** The Technical Panel has begun the task of developing standards and guidelines for the State's technical architecture. Security policies, accessibility guidelines, and video standards are the furthest along. Other standards are in various stages of development. It is too early to assess what impact these standards and guidelines will have. As a first step in evaluating their effect, the revised instructions for the agency comprehensive information technology plans will request information specific to security, disaster recovery, and accessibility.

- **Security Initiatives.** Several activities are underway which address security issues:
  - Phase I (discovery) of the Security Assessment of the State's Network is finished. The tools used for discovery identified a number of "unneeded" services that add some element of risk, such as denial of service. Phase II (vulnerability scan) is underway, with preliminary results ready for five agencies. Phase III (test) will start in June.
  - Security Awareness Training is available. Agencies are still evaluating whether they want to participate in buying into an enterprise license for a Web-based user-training module.
  - The Security Work Group has almost finished standards for remote access and wireless networks. SPAM and secure e-mail are next on the list.
  - A work group of the State Government Council is providing advice on configuration and implementation of a directory services system. This will provide robust management of authentication and authorization, including single sign-on.

- **Video Standards.** The Technical Panel, with assistance from the Education Council, is implementing video standards and developing a migration plan for existing distance learning facilities.

- **NEBSAT Course Cancellation Fees.** The Education Council has developed a policy on course cancellation fees for the NEBSAT system.

Grant Programs

The NITC also has responsibility for awarding grants from the Community Technology Fund and the Government Technology Collaboration Fund. Since its inception, NITC has awarded a total of $675,630 in Community Technology Funds and $639,975 in Government Technology Collaboration Funds. Lists of recipients are available at http://www.nitc.state.ne.us/cc/grants/2001/ctf2001.htm

and http://www.nitc.state.ne.us/sgc/grants/.

Some of the Government Technology Collaboration Fund projects include:
- CCPE project to upgrade their network and develop a statewide postsecondary educational facilities database;
- UNL-Conservation and Survey Division project to digitize historical collection of aerial photographs;
- Foster Care Review Board funding for hardware to allow access to N-Focus and other state systems;
- Volunteer Service Commission hardware upgrade to allow interaction with federal government application.
- Office of the CIO to contract for an external intrusion security assessment for state government.

The Community Technology Fund has funded a variety of technology projects in Nebraska communities.   A sample of Community Technology Fund projects are described below.
- Norfolk Public Library, Columbus Public Library, and Northeast Community College Library/Resource Center formed a consortium (ONE Library) to jointly purchase and share a library automation system.   The consortium saved thousands of dollars over the cost of purchasing separate systems. Member libraries will also save about $7,000 per year in service maintenance.
- The City of Aurora has developed a technology business incubator which offers broadband Internet access, a technology training center, and conference room as well as office space.
- Lower Platte North NRD has facilitated inter-agency collaboration and multipurpose use of water data by developing a standardized database of surface water features.
- Southeast Community College has developed twelve radiologic technology courses and five surgical technology courses for online use to address the shortage of medical technicians in rural Nebraska.
- The Beatrice Public Library has partnered with the Blue Rivers Area Agency on Aging to provide instruction to senior citizens on the use of the Internet.   In the first year, peer volunteers trained nearly 100 users.
- The Village of Brainard has developed a community technology center, offering a variety of technology classes. Community members volunteered 440 hours at the community technology center in the first six months.
- The Kimball County Hospital Clinic has implemented an electronic medical record system to improve patient care and increase efficiency.   Transcription costs have been drastically reduced and patients report reduced wait times.

Progress Report of 2002 Action Items

Summary

One measure of effectiveness is whether the NITC has completed the tasks it set for itself in the preceding Statewide Technology Plan. A simple scorecard is below, followed by a more detailed presentation of the status of each action item that was included in the 2002 Statewide Technology Plan.

2002 Action Items	Status as of June 2003
Telecommunications Infrastructure	
Provide technical support to the NETCOM project (TP 1.1)	Progress made. Continued for 2003.
Provide technical support for aggregation and coordination of networks (TP 2.2)	Progress made. Continued for 2003.
Define statewide video requirements (EC 1.1)	Progress made. Continued for 2003.
Address adequate rural bandwidth (EC 1.2)	Progress made through NETCOM. Continued for 2003.
Implement critical elements of the technical architecture (TP 2.3)	No direct action taken. Indirect actions include adoption of technical standards and guidelines. Discontinued for 2003.
Conduct the Nebraska Telecommunications Infrastructure Security Review (TP 1.2)	No action taken. Discontinued for 2003.
Identify Types and Levels of Service (TP 1.3)	No action taken. Discontinued for 2003.
Community and Economic Development	
Support information technology development (CC 1)	Nearly complete. 2003 action item will further efforts.
Develop a telehealth vision and strategy (CC 2)	Completed. 2003 action item will further efforts.
Efficient Delivery of Services	
Implement E-Government to Business Initiative (SGC 1.1)	Progress made. Continued for 2003 as part of implementing *E-Government Strategic Plan*.
Implement E-Government to Employee Initiative (SGC 1.2)	Completed. Employee Portal created.
Implement E-Government to Citizen Initiative (SGC 1.3)	Completed. Citizen Portal created.
Develop guidelines for records retention (SGC 4.2)	Progress made. Continued for 2003.
Recommend technical standards, guidelines and best practices (TP 2.1)	Progress made. Continued for 2003.
Recommend change in funding for Technology Training Grants (EC 2.1)	Progress made. Continued for 2003.
Recommend technical standards, guidelines and enterprise solutions (SGC 2.1)	Progress made. Continued for 2003
Develop life cycle funding strategies and Total Cost of Ownership materials (EC 3.1)	Completed.
Determine role of technology in standards (EC 4.1)	No action taken. Discontinued for 2003.
Determine educational technology proficiency measures for students, teachers, and administrators (EC 4.2)	Discontinued for 2003.

Encourage the development of synchronous and asynchronous instructional methods (EC 6.1)	Initial progress made. Continued for 2003.
Develop local government toolkit resources (CC2)	No action taken.
Planning and Accountability	
Improve planning process (SGC 3.1)	Not scheduled to begin until 2003. Continued for 2003.
Improve project management (SGC 3.2)	Not scheduled to begin until 2003. Continued for 2003.
Communicate with policymakers (SGC 3.3)	Ongoing. Continued for 2003.
Develop and implement security policies (SGC 4.1)	Progress made. Continued for 2003.
Conduct project reviews – statutory (TP 3.1)	Completed. Continued for 2003.
Conduct project reviews – other (TP 3.2)	Completed. Continued for 2003.
Revise procedures for reviewing IT projects and purchases by state agencies (TP 3.3)	No action taken. Continued for 2003

Action Item Progress Reports

Telecommunications Infrastructure

Provide technical support to the NETCOM project (TP 1.1)

Description   The Technical Panel will provide technical support for the implementation of the NETCOM project; and, support for the Nebraska Network feasibility study, and any subsequent implementation resulting from the study.

Status   The Collaborative Aggregation Partnership (CAP) is in the process of evaluating responses to the Backbone Services RFP SCA-0262 for Phase One of the Statewide Network and will announce the successful bidder on before June 16, 2003.

This action item has been continued for 2003-04. Additional technical assistance will be provided to the NETCOM project through the Technical Panel's Network Architecture Work Group.

Outcomes   The Technical Panel, through the efforts of CAP, has provided input on the timeline, phases, and RFP process for the implementation of Backbone Services.

Provide technical support for aggregation and coordination of networks (TP 2.2)

Description   The Technical Panel will provide technical support for the aggregation and coordination of networks, including the Nebraska Network Work Group. The panel will also create an application implementation work group to further this action item.

Status   The Technical Panel has provided input to the NETCOM project for backbone network services and the Telehealth Subcommittee of the Community Council for telehealth network; and created the Statewide Synchronous Video Work Group (SSVWG) for video networks.

This action item has been continued for 2003-04.

Outcomes   The RFP for the initial phase of the NETCOM project for backbone network services was issued and is under review. Initial work on Phase II of the NETCOM project is underway. The SSVWG has been formed and is meeting.

Define statewide video requirements (EC 1.1)

Description   The Education Council will assist the Technical Panel's Statewide Synchronous Video Work Group (SSVWG) with defining requirements for interconnecting all synchronous video networks.

Status   The SSVWG met on March 26, 2003 and May 28, 2003 and gave a breakout session at the NDLA Conference on May 29, 2003. The work group's Web site is http://www.nitc.state.ne.us/tp/workgroups/video/index.html . This action item will be continued for 2003-04. The Education Council has assisted in naming members to the SSVWG and providing a conduit for information exchange between the SSVWG and the respective K-12 and higher education institutions within Nebraska.

Outcomes   The Statewide Synchronous Video Work Group has already established itself as a credible and trusted work group. It has developed its leadership and established a stable membership. The members have divided themselves into a number of smaller task groups, working on projects that support the overall charge to the work group.

Address adequate rural bandwidth (EC 1.2)

Description   The Education Council will assist with efforts for aggregated purchase of all publicly funded telecommunications and support strategies that ensure sufficient bandwidth for rural areas.

Status   The Collaborative Aggregation Partnership (CAP) is in the process of evaluating responses to the Backbone Services RFP SCA-0262 for Phase One of the Statewide Network and will announce the successful bidder on before June 16, 2003. NITC staff and Education Council members have been involved with the update of the Bandwidth Inventory Database listing all publicly funded telecommunications circuits in the State.

This action item will be continued for 2003-04. The Education Council will also join with the Community and State Government Councils to develop a Network Policy Work Group, which would be charged with developing recommendations on policy issues pertaining to the management and operation of shared networks, including input to the Collaborative Aggregation Partnership.

Outcomes   Education Council members have been directly and indirectly involved with the RFP construction and timeline of events. The additional NETCOM backbone segments addressed in Phase One and Phase Two should greatly assist in the accomplishment of sufficient bandwidth for rural areas.

Implement critical elements of the technical architecture (TP 2.3)

Description   The Technical Panel will identify "critical elements" of the technical architecture and recommend an enterprise approach for implementation of each.

Status   No direct actions were taken on this item. Indirect activities include the adoption of several standards and guidelines relating to security, hardware, and groupware.

This action item has been discontinued for 2003-04.

Outcomes   No direct outcomes on this action item.

Conduct the Nebraska Telecommunications Infrastructure Security Review (TP 1.2)

Description   Working with the state Homeland Security team, the Technical Panel will examine security issues regarding the state's telecommunications infrastructure.

Status   No action taken. This action item has been discontinued for 2003-04. The Security Architecture Work Group continues to meet regularly to address security related issues.

Outcomes   None.

Identify types and levels of service (TP 1.3)

Description   The Technical Panel will identify the levels of telecommunication services that different sectors (including business, health care, and education) require. In cooperation with the Public Service Commission and service providers, the panel will investigate ways to document the availability of different telecommunication services by geographic area.

Status   No action taken. This action item has been discontinued for 2003-04.

Outcomes   None.

Community and Economic Development

Support information technology development through Technologies Across Nebraska (CC 1)

Description   Work with the University of Nebraska and other Technologies Across Nebraska partners to support the implementation of the Technologies Across Nebraska Action Plan including a gap analysis, setting up regional support teams and piloting toolkit materials (http://www.nitc.state.ne.us/toolkit/).

Status   Eight Nebraska communities and regional groups have been awarded grants of $2,500 to develop local information technology plans from the Nebraska Information Technology Commission (NITC) and Technologies Across Nebraska (TAN), a coalition led by University of Nebraska (NU) Cooperative Extension. These community and regional technology committees have pilot tested the *Community*

Information Technology Planning and Assessment Workbook.   In 2003-2004, this program will expand planning grants to eight more communities and regional groups.

Outcomes   Communities in Nebraska are making progress toward becoming Information Age Communities.   Eight community and regional groups have completed local technology assessments and are developing technology plans.

Communities have easy access to information and resources through the Community IT Toolkit and the Technologies Across Nebraska Web sites. New resources available include the *IT Planning and Assessment Workbook* which was favorably evaluated by the technology committees participating in the IT Planning and Mini Grant program.

State agencies, education institutions, and other entities are coordinating and collaborating to leverage available resources. An example of this is the satellite and Web cast workshop on preparing applications for the RUS Community Connect Broadband grant program.   The workshop broadcast in September, 2004 was a joint effort of the University of Nebraska, NET, NITC, and RUS. Congressman Osborne also supported the workshop and was a speaker.

Develop a telehealth vision and strategy (CC 2)

Description   The Telehealth Subcommittee of the Community Council will work with the NITC and other stakeholders to develop a vision and strategy for expanded use of telehealth.

Status   A document outlining the role of the telehealth subcommittee in the development of a telehealth plan and vision has been developed. Members of the Telehealth Subcommittee of the NITC Community Council were actively involved in preparing testimony to the Public Service Commission regarding the use of the Nebraska Universal Service Fund to support telehealth.   In December, the Nebraska Public Service Commission approved the use of the Nebraska Universal Service Fund to support telehealth.   As required by the Public Service Commission, the Nebraska Hospital Association, with assistance from the NITC and the Telehealth Subcommittee, has submitted a plan for the development of a telehealth network on May 30, 2003. Efforts in the following year will focus on supporting the implementation of the plan.

Outcomes   A plan for the development of a statewide Nebraska Telehealth
                    Network has been developed and submitted to the Public Service
                    Commission.

Efficient Delivery of Services

Implement E-Government to Business Initiative (SGC 1.1)

Description   This action item will involve the continued implementation of the
                    Business Portal Action Plan. (A copy is available at:
                    http://www.nitc.state.ne.us/sgc/ and includes a complete list of
                    short and long term action items.)

Status   Progress included maintenance and improvements to the inventory or
                    business forms; completion of five online professional license
                    applications; continued conversion of paper-based forms to on-line
                    forms.

                    This action item has been continued for 2003-04 as part of the
                    implementation of the *E-Government Strategic Plan*.

Outcomes   Improvements made to the business forms inventory. Five
                    professional license renewals provided online. Continued conversion
                    of paper-base forms to on-line forms.

Implement E-Government to Employee Initiative (SGC 1.2)

Description   The State Government Council will develop and implement an action
                    plan to provide an employee portal for state government employees.
                    The portal will provide access to employee related information and
                    services.

Status   Completed.

                    Enhancements to the Employee Portal are included as part of the
                    implementation of the *E-Government Strategic Plan* for 2003-04.

Outcomes   Employee Portal created. (www.nebraska.gov/employee/)

Implement E-Government to Citizen Initiative (SGC 1.3)

Description   Building on the Business Portal, the State Government Council will develop and implement an action plan to provide an enhanced portal for citizens. The portal should provide easier access to existing information and services as well as provide new e-government services.

Status   Completed.

Enhancements to the Citizen Portal are included as part of the implementation of the *E-Government Strategic Plan* for 2003-04.

Outcomes   Citizen Portal created. (www.nebraska.gov/citizen/)

Develop guidelines for records retention (SGC 4.2)

Description   Working with the Records Management Division, the State Government Council will develop technical solutions for records retention.

Status   Progress made. A work group was created to address this issue. The work group created draft best practices for Lotus Notes e-mail retention.

This action item has been continued for 2003-04.

Outcomes   Draft best practices for Lotus Notes e-mail retention are under review.

Recommend technical standards, guidelines, and best practices (TP 2.1)

Description   The Technical Panel, with input from the NITC councils and other coordinating entities, will recommend the adoption of technical standards, guidelines, and best practices.

Status   Progress made. Standards and guidelines were adopted in the following areas: Security, Hardware, and Groupware. This action item has been continued for 2003-04.

Outcomes   The following standards and guidelines were adopted:
- Incident Response and Reporting (Security)
- Disaster Planning (Security)
- Minimum Workstation Configuration Guidelines (Hardware)

- Minimum Workstation Configuration Guidelines for K-12 Public Education (Hardware)
- Secure E-mail for State Government Agencies (Groupware)
- Computer-based Fax Services for State Government Agencies (Groupware) (currently being redrafted)

Recommend change in funding for Technology Training Grants (EC 2.1)

Description   The Education Council will recommend a change in funding of the Technology Training Grants from the current Legislative level of $130,000 to a new funding level of $250,000 for Fiscal Year 2005-06, raising the grant maximum to $25,000 and placing the grant fund under the scope of the NITC with Education Council input. The Training Advisory Work Group will assist in documenting the existing technology training efforts occurring in K-12 and higher education and anticipate future technology training needs for teachers and administrators.

Status   The EC 2.1 Action Item task group has authored the draft language to create the Education Technology Fund that would be managed under the auspices of the NITC. They have also recommended a statewide needs assessment of technology training at the K-12 and higher education level. They are prepared to write a grant to execute this assessment, in conjunction with the Training Advisory Work Group. This action item has been revised for 2003 to include acquisition of funding and execution of a statewide needs assessment of technology training.

Outcomes   The Education Council determined that any request for reinstatement of funding for this grant program would have   to be coupled with a solid business case. Therefore, members are eager to pursue a mini-grant to perform a needs assessment to determine if additional technology training is warranted through such a grant program.

Recommend technical standards guidelines, and enterprise solutions (SGC 2.1)

Description   The State Government Council will recommend technical standards, guidelines, and enterprise solutions for state government. The State Government Council will work with the Technical Panel to develop these standards and guidelines.

Status   Progress made. Five of the identified items were completed or progress was made on the item (Secure E-mail Standard; E-fax;

Content Management; Document Management and Records Retention; and Electronic Forms Automation). For two of the identified items, no action was taken (Revised E-mail Standard and Server Farm).

This action item was revised and has been continued for 2003-04.

Outcomes   Technical standards or guidelines were adopted, or are under review, for the following areas:
- Secure E-mail for State Government Agencies
- Computer-based Fax Services for State Government Agencies
- Best Practices for Lotus Notes E-mail Retention

Develop life cycle funding strategies and Total Cost of Ownership materials (EC 3.1)

Description   The Education Council will assist K-12 and higher education institutions and funding agencies with specific life cycle funding strategies and provide them with Total Cost of Ownership materials in order to achieve the desired level of service.

Status   The task group has completed an update of an Ed Tech 2010 issues paper on life cycle funding. The paper will undergo one more round of editing and then can be sent to every K-12 and Higher Ed administrator involved with technology investments and purchasing. This action item is complete and has been removed as an action item for 2003-04.

Outcomes   The issues paper on Total Cost of Ownership should help increase the level of knowledge and sophistication among administrators when it comes to managing information technology investments. Other valuable Web-based resources have emerged recently on the same topic.

Explore role of technology in education standards (EC 4.1)

Description   The Education Council will explore the appropriate role for technology, essential learnings, competencies, and proficiencies in statewide academic standards, certification and re-certification.

Status   The EC 4.1 task group has not met nor submitted any progress or worksheets to date. The State Board of Education has not entertained any motion to re-emphasize technology standards among the Academic Standards or as a requirement for certification or

recertification. A related issue has developed in the State with regard to the recertification of full-time technology coordinators who have had limited direct student contact in the previous six years. This action item has been discontinued for 2003-04. The Education Council will continue to monitor progress on this topic through an informal network of professional association.

Outcomes   Other than the increased focus on this topic through the naming of Action Item EC 4.1, there was no definitive progress or outcome associated with the establishing the role of technology in education standards.

Determine educational technology proficiency measures for students, teachers, and administrators (EC 4.2)

Description   The Education Council will encourage the implementation of technology proficiency measures for students, teachers, and administrators across the State of Nebraska.

Status   The EC 4.2 task group had met and completed a worksheet that named several other initiatives within the State currently working on this issue. The Nebraska Department of Education had been conducting meetings to work on eighth grade technology proficiencies although the effort is currently on hold. The Leadership Talks Technology Academy (LTTA) for school administrators does embrace the ISTE Technology Standards for administrators and will affect approximately 80% of Nebraska's active administrators. Also, there are efforts underway to determine a Rubric of Essential Technology Conditions for the PreK-12 schools. The rubric addresses technology proficiencies for students, teachers, and administrators. This action item has been discontinued for 2003-04. The Education Council will continue to monitor progress on this topic through an informal network of professional association.

Outcomes   The Education Council members determined that progress was being made on this topic by groups outside of the NITC-affiliated councils, work groups and task groups.

Encourage the development of synchronous and asynchronous instructional methods (EC 6.1)

Description   The Education Council will encourage the development of new instructional methods and resources for synchronous and asynchronous instruction and help establish guidelines for their appropriate use. This work group may also examine the benefits and

cost-effectiveness of synchronous distance learning over the satellite network.

Status The EC 6.1 task group has met electronically and has completed their worksheet. The task group proposes development and delivery of Web-based courses to the K-12 audience using Asynchronous Learning Network pedagogical models. The task group also proposes a meta-study to determine the confidence and satisfaction that users have in synchronous and asynchronous distance learning delivery systems. In so doing, the effectiveness and efficiencies of the satellite-based distance learning system would be explored. This action item has been updated to include these additional tasks. The Education Council will seek the necessary funding to perform the meta-study or direct survey approach during 2003-04.

Outcomes Education Council members are widely involved in synchronous and asynchronous distance delivery in Nebraska and are dedicated to solid pedagogical approaches to instruction and learning. They understand that some delivery mechanisms are more efficient than others but that some mechanisms persist because they are legacy systems. The meta-study would help examine the pros and cons of such systems and evaluate their efficiency and satisfaction among users.

Develop local government toolkit resources (CC 3)

Description The Community Council will identify and develop toolkit resources for local governments, including sample IT plans, sample inter-local agreements, best practices, and case studies.

Status No action has been taken.   The limited resources of the NITC and the Community Council were allocated to furthering the higher priority areas of community and economic development and telehealth.

Outcomes Although no action has been taken by the Community Council, the need for training and information on using technology to deliver local government services has been partially addressed by the University of Nebraska Extension's newly developed e-government training program.

Planning and Accountability

Provide a planning and implementation process for IT projects which avoids unnecessary delay and bureaucracy (SGC 3.1)

Description   The State Government Council will continue to improve the information technology planning process for state agencies. The council will review, and revise as appropriate, the planning documents utilized by agencies, including: agency comprehensive information technology plans and agency project proposal forms for budget requests. The review will include recommendations for improving the cost-benefit analysis information provided with project proposals.

Status   This item was not scheduled to begin until June 2003. This action item was combined with SCG 3.2 and has been continued for 2003-04.

Outcomes   No action scheduled until June 2003.

Improve project management (SGC 3.2)

Description   The State Government Council will continue to provide guidance to agencies on best practices for project management. Areas of focus should include management of IT related projects; measuring results; preparing project closure reports; and recommendations for a certification process for project managers.

Status   This item was not scheduled to begin until June 2003. This action item was combined with SCG 3.1 and has been continued for 2003-04.

Outcomes   No action scheduled until June 2003.

Communicate with policymakers (SGC 3.3)

Description   The State Government Council will improve communications with policymakers in both the Legislative and Executive branches. This action will include providing briefings to the chairs of the NITC oversight committees (Appropriations Committee and Transportation and Telecommunications Committee) on issues raised by the State Government Council.

Status   Ongoing. This action item has been continued for 2003-04

Outcomes   None.

Develop and implement security policies (SGC 4.1)

Description   The State Government Council, in coordination with the Technical Panel, will work to implement the NITC security policies in state government. Areas to be addressed include training; agency level planning; business continuity planning; and security assessments.

Status   Progress made. The Security Architecture Work Group meets regularly. This action item was revised and has been continued for 2003-04.

Outcomes   The following standards and guidelines were adopted:
- Incident Response and Reporting
- Disaster Planning
- Secure E-mail for State Government Agencies

Conduct project reviews – statutory (TP 3.1)

Description   The Technical Panel will provide a technical review of project proposals as required by statute. Categories of projects that must be reviewed by the panel are budget requests; Government Technology Collaboration Fund grant applications; Community Technology Fund grant applications; and projects funded from the Information Technology Infrastructure Fund. Certain long-term projects, such as NIS and NETCOM, are also reviewed periodically during the project implementation.

Status   Completed. All statutory reviews were performed. This action item has been continued for 2003-04.

Outcomes   All statutory reviews completed. The following statutory technical reviews were performed:
- State agency budget requests (14 projects)
- Information Technology Infrastructure Fund Projects (1 project reviewed - Public Safety Wireless)
- Community Technology Fund Grants (1 project reviewed - Special Project)

Conduct project reviews – other (TP 3.2)

Description   The Technical Panel will review projects not listed in 3.1 above at the request of the NITC, the project sponsor, or other responsible party.

Status   Completed. Reviews performed as requested. This action item has been continued for 2003-04.

Outcomes   The following voluntary technical reviews were performed, or briefings received, by the Technical Panel:
- State Records Board Grant Fund Applications (5 projects reviewed)
- Last Mile Wireless Effort - Wayne State College
- Telehealth Network Plan
- Video-over-IP at ESUs
- Nebraska Directory Services Project

Revise procedures for reviewing IT projects and purchases by state agencies (TP. 3.3)

Description   The Technical Panel will recommend revisions to the technical review procedures for IT-related projects and purchases by state agencies. The purpose of the review process is to ensure compliance with technical standards, compatibility with existing or planned infrastructure, and sound decisions. The revised review process will be designed with the following considerations: 1) the process will incorporate all existing review procedures (e.g. the DAS 1909 form) to provide agencies with a one-step process; 2) the process for submitting requests will not be cumbersome; and 3) the review process will allow for a rapid response to the requesting agency.

Status   No action taken. This action item has been continued for 2003-04.

Outcomes   None.